

**MasterFiles, Inc.**

Information Services

A Division of

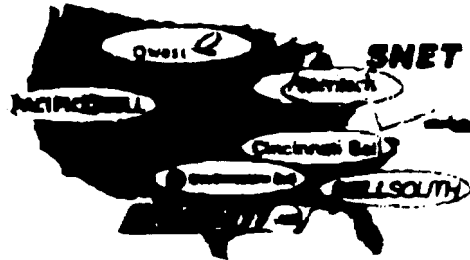
MasterFiles, Inc.

**.COM**

**Discover National Directory Assistance**  
**Accurate data at affordable prices.**

**Automated  
 Batch  
 Processing -**  
 Users may  
 transmit files by  
 email or FTP.

Our automated  
 system consistently process files within hours by  
 constantly scanning for new files submitted. Approved  
 customers can submit files after hours and retrieve  
 processed files before start of next business day.

**Applications**

Alumni Associations  
 Collection Agencies  
 Direct Marketers  
 POS Verification  
 Private Investigators  
 Telemarketers  
 Data Solutions  
 Address Hygiene  
 Telephone Append

Imagine a screen on your computer where you could type  
 in a name and city, state or zip and obtain the most  
 current telephone listing in the United States. Any  
 telephone listing is just clicks away.

MasterFiles® Reach National Directory Assistance  
 service, has bridged a gateway for companies that rely on  
 current accurate phone records. By employing a unique  
 combination of software applications and dynamic  
 network configurations, Reach™ enables operators,  
 telemarketers, collectors, and the like, certain services  
 that allow them to search on a real time basis, the  
 directory assistance databases of Ameritech, Bell South,  
 Cincinnati Bell, PacBell, QWEST, Southern New England  
 Telephone, Southwestern Bell, and Verizon. Each month,  
 millions of telephone records are added, deleted, or  
 amended, therefore it is imperative that your company  
 choose MasterFiles as your National Directory Assistance  
 vendor.

[Register Now](#) | [Frequently Asked Questions](#)

The Reach Directory Assistance platform processes over  
 20 million inquiries to Regional Bell Operating Companies  
 (RBOC) each year, keeping records updated and available  
 to collection, marketing, and the telecommunications  
 industries. A variety of communications companies

depend on accurate, electronic directory assistance to increase and maintain customer satisfaction and improve revenues. Inter Exchange Carriers, Wireless Carriers, Competitive Local Exchange Carriers, Carrier Access Providers and others rely on MasterFiles' expertise and correct information to recapture revenue and improve margins against Incumbent Local Exchange Carriers.

Regional Bell Operating Companies update subscriber listings databases daily!! Are you keeping up with this ever-changing pace? MasterFiles has the solutions for you. MasterFiles provides real-time, instant access to over 130 million listings of US residential, business, and government agencies. MasterFiles has designed and built the hardware, software, and networking components necessary to link these databases in order to provide the most accurate National Directory Assistance (NDA) database available.

MasterFiles has revolutionized the Directory Assistance industry, and has created multiple user friendly options for its' clients. Reach Directory Assistance Platform, spans two decades of experience and research and development. **Reach Directory Assistance is now available and within your reach!** The interactive Reach Directory Assistance allows users to search electronic directory assistance directories on-line. Matching listings are displayed on users' screens within seconds.

Reach Directory Assistance embodies the flexibility of our product. The Residential and Business Search feature, for example, lets users search for a phone number and address when name, city, and state are available. The Reverse Telephone Number Search feature allows users to search for the name and address in the event that only the telephone number is available. The Reach Directory Assistance service was designed for high-speed on-line processing system. Each component is constructed to deliver the fastest response to each search request.

***Internet Web Access*** - Access through dial-up or dedicated internet connection with any latest version Web Browser. The latest internet technology has been integrated with the Reach Directory Assistance platform allowing users direct access to Reach Directory Assistance from any location worldwide. The telephone company subscriber directory is only a Web Browser away. See Demo or Register Now.

60

**TCP/IP Connection** - Reach Directory Assistance is now available to any computer platform with TCP/IP capabilities. This capability allows users to access the directory assistance database from any type of computer software and/or hardware platform that supports TCP/IP. Users can now integrate Reach Directory Assistance into their existing proprietary/non-proprietary applications with the Application Program Interface (API) as an on-line, interactive, real-time service. This special design allows users to incorporate a powerful service that supports current business practices and procedures, instead of limiting the users to their own specific equipment!

**Dedicated Connection** - Users can now connect to Reach Directory Assistance through dedicated connections avoiding various internet issues. Call Centers and those with time sensitive mission critical applications/environments will find this solution to be indispensable.

**Batch Processing** - Batch processing provides users a cost-effective solution to obtain a large volume of accurate telephone numbers or names and addresses. Users may transmit files by email or FTP. Our automated system consistently process files within hours by constantly scanning for new files submitted. Approved customers can submit files after hours and retrieve processed files before start of next business day.

MasterFiles, Inc.

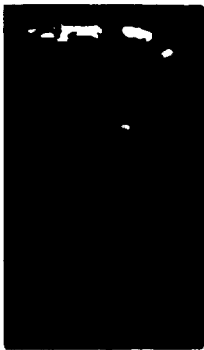
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# METROONE



"Is the restaurant on  
3rd or 4th  
Avenue?"

"Can you connect me  
to the nearest  
traveling company?"



"I'm connecting  
you now."

## Enhanced Telecom Services

Company 24/7  
Products & Services  
Our Customers  
Usage Tips  
Company Feedback  
Improve Our Service  
Contact Us

*Do you ever need quick, accurate assistance in a hurry?*

*A service to depend on no matter where you are?*

*A little more information to make that phone do its job?...*

*Welcome to Metro One - developer and provider of Enhanced Telecom Services™, including its Enhanced Directory Assistance® (EDA), for the telecommunications industry.*

*Our highly trained, local operators provide enhanced services through our nationwide network of call centers. We're here to help you. View the following pages and find out how:*

- *Learn just what we can do for you... we think you'll be pleasantly surprised.*
- *Find out how to receive our service... Link to many of our telephone carrier customers.*
- *Learn about new ways to use our product more efficiently and economically.*
- *Find out how to put more customers in touch with you or your business by giving us more information about you.*
- *Find out about investing in Metro One... We're on Nasdaq.*

*Thanks for visiting. We hope you enjoy our site... and use Contact Us if you would like to get in touch.*

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# METRO ONE

COMPANY PROFILE

62

## The Enhanced Directory Assistance® (EDA) People

Metro One Telecommunications is the nation's leading Enhanced Directory Assistance® (EDA) provider with 28 local call centers nationwide.

## Technology Meets the Human Touch

A recognized leader since 1989, Metro One offers telecommunications carriers one of the most innovative and exciting revenue-generating products available today. It's called EDA and it's redefining the way people use their telephones.

EDA is far superior to regular directory assistance. It provides call completion, powerful search capabilities and unsurpassed information content and connectivity features. Yet Metro One delivers this technologically advanced product with a real human touch, making it a convenient and invaluable information resource for consumers.

*Quite simply, Metro One makes the telephone easier to use.*

Evidence of EDA's desirability is strong — Metro One provides wholesale service to industry giants, including large independent telephone companies and other wireless carriers, as well as most of the Regional Bell Operating Companies. It also serves smaller local telephone companies and specialty carriers with the same high-quality service. During its history, Metro One has satisfied hundreds of million EDA requests throughout the United States.

The pioneer in EDA, Metro One "does directory assistance the way it was meant to be done."

And callers wonder how they ever got along without it.

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Video-Phone Service

Private & Confidential

24-Hour Service

Simple To Use

Amazing Features

Instant Results

Secure & Safe

Free Service

FREE SERVICE

- Select a Products & Services Area -



As a caller, you'll find Enhanced Directory Assistance® (EDA) to be much more powerful than traditional directory assistance. And at the same time, it's so much easier to use. When your message has to get through, when you need information on local services in specific areas, when your hands aren't free to write out phone numbers, EDA is indispensable.

Technologically advanced, yet easy and effective to use, Metro One's EDA is helping callers get more out of their phones. We take directory assistance to the extreme.

## EDA Search

The Metro One operator responds to requests for connection to specific known residential, business and governmental parties (e.g., "Give me the number of Charles Miller."). The operator automatically connects each call.

## We'll Connect You

You are provided call completion by a live operator on every call. Our techniques and connectivity features typically increase your completion rate by about 20 percent.

## Let Us Search For You

Our category search capabilities are so advanced, we can help you locate specific business/government listings even when you have only partial information.

## Let Us Help You

You've never had an information source like this before...

Additional Services and Enhancements: *Extreme Directory Assistance™*

## AstroPro™

Interested in knowing what your horoscope is for the day? Now you don't have to fumble through the newspaper to find it. A Metro One operator is ready to provide you with daily horoscopes on the astrological sign of your choice. We go beyond finding you a telephone number - we search for the stars.

## LocationPro™

Do you need to know how to get from your office to a business meeting downtown? A Metro One operator is ready to provide you with directions.

- Current direction information is provided by means of personal knowledge of our local operators coupled with the street/locality search capabilities of our service.

We are currently integrating a mapping formation module within our system to provide the caller with quick and accurate directions, including turn-by-turn driving instructions.

Metro One Name

Company Name

Service Area

Time Zone

Account Number

Master Card

Card No.

Exp. Date

Phone Number

## **MetroDex™**

64

Keeping your personal telephone or address book updated can often times be a challenge. Metro One has a solution for you. Let MetroDex™ store that information for you in a personal database file. This can contain your customized collection of addresses, telephone numbers, pager numbers, and fax numbers. Our live operators can assist you when an addition or change needs to be made. You can also access your database and make changes on-line. When you need a telephone number our operators can access your personal database and connect you to the requested number.

## **MoviePro™**

Looking for something to do this weekend? Do you want to see a movie tonight? A Metro One operator is ready to assist you.

- **Movie listings** - we provide listings for all theatres in the local calling area, whether they are chain-owned or single locations. If you're not sure where a specific movie is playing or what time it starts we can provide you with location, movie titles, show times, reviews, ratings, and telephone numbers.
- **Local events** - we can provide you with information on local major sports teams, local events like concerts and state and county fairs.

## **QuickSend™**

Staying in touch with colleagues or family members is made easier with Metro One's QuickSend™ Service. A Metro One operator will transcribe your customized alphanumeric message and deliver it via your specified method.

## **Teleconclerge™**

Would you like to have the same type of service provided in first class hotels right over your phone? Metro One is constantly expanding the value added services it makes available to our callers. With our Teleconclerge™ service, our live operators are ready to assist you with specific requests. We do more than just find you a telephone number. You've never had an information source like this before.

- **Do you need a restaurant reservation for that special occasion or business dinner?** We will make the reservation at the restaurant of your choice, or can recommend one, and send the confirmation back to you by telephone, fax or electronically, whichever you prefer.
- **Do you need to send flowers or looking for a florist on Main Street?** An operator can assist you by connecting you directly to the florist, providing you with a telephone number and address and give you directions to the location.
- **Do you want to know if the major sports team is playing in town this weekend?** We can provide you with time, location and where to buy tickets.

Metro One plans on expanding the services available through its Teleconclerge™ Service

## **Many More Enhancements**

- **Area Events**

65

- Concerts
- Lottery Results
- Reverse Searches
- School Closures
- Weather

**Feature Descriptions**

**Call Center Locations**

**Operator Performance Standards**

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66

# METROONE

Feature Descriptions

Select a Products & Services Area

GO

## More Ways To Connect

Metro One offers you an array of connectivity features you can't get anywhere else. We do all the of the message delivery work in the background and aid in communication in the process.

Our features can be used almost effortlessly, as they are context-based and make themselves available as for by a particular situation.

Millions of callers have saved time and money with these features. It makes sense for you to take advantage of them, too.


### StarBack®

Allows you to return to a live operator simply by pressing the  key at any time during a call. It also enables additional calls at no extra cost.

### AutoBack®

Automatically return to a live operator upon a busy signal or a "ring-no-answer," and other common situations without pressing a single key.

### NumberBack®

Sends you the called number by simply pressing the  key once. Configuration options provide automatic delivery of the called number at initiation or completion of the call. With digital handsets, the listing name and number can be displayed for easy reference or memory storage.

### MessageBack™

Allows you to leave a message for a called number that did not answer and have the message delivered at some later time.

### CallBack™

Once a message has been delivered with the MessageBack™ feature, CallBack™ allows you to call back the original party that left message by simply pressing the number one key.

Home

Company

Products & Services

StarBack

AutoBack

NumberBack

MessageBack

CallBack

StarBack

AutoBack

NumberBack

MessageBack

CallBack

StarBack

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- Select a Products & Services Area -

GO

## Spanning The Nation To Provide Local Service

Most directory assistance services use "remote" operators. That means that when you call from Baltimore about a local restaurant, you may be talking with someone in another part of the country who isn't the slightest bit familiar with your area. The problem with this is that when you use local jargon like "near mid-town" or "inside the loop," a remote operator may have no idea what you are talking about.

By contrast, Metro One generally uses local operators in every city where we offer service. Not only does your operator have access to our powerful information resources, but they also know exactly what you mean by "down by the main library." Local experience can make a lot of difference in the quality of information you get.

Metro One's comprehensive local service has become so popular that we now have call centers in 28 of the nation's largest cities and we continue to grow on a local basis.

We supplement our local presence by building our databases with local information that traditional directory assistance services can't provide. Clearly no other provider comes close to this coverage.

## Call Center Locations and Coverage



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Home Phone Number

Company Name

Service Area

Service Type

Service Provider

Service Provider

Service Type

Service Type

Service Type

- Select an Investor Relations Area -



## 2000 Press Releases

<u>October 30, 2000</u>	Metro One Telecommunications reports record third quarter revenue of \$42.9 million; record EPS of \$0.23
<u>October 17, 2000</u>	Metro One Telecommunications anticipates better than expected third quarter earnings
<u>October 13, 2000</u>	Metro One Telecommunications included in Forbes Annual list of 200 Best Small Companies in America
<u>September 01, 2000</u>	David Williams elected to Board of Directors
<u>August 31, 2000</u>	Former Nike executive joins Metro One Telecommunications as Chief Financial Officer
<u>August 21, 2000</u>	Metro One Telecommunications included in Fortune's annual list of America's 100 fastest-growing companies
<u>July 31, 2000</u>	Metro One Telecommunications reports record revenue up 109%; quarterly EPS of \$0.10
<u>June 8, 2000</u>	Metro One Telecommunications and Vicinity partner to provide highly accurate telephone-based location searches
<u>June 7, 2000</u>	Metro One Telecommunications opens Pittsburgh Call Center
<u>June 6, 2000</u>	Metro One Telecommunications announces expanded business contract with Integra Telecom
<u>June 5, 2000</u>	Metro One Telecommunications extends contract with Pacific Bell Wireless and Nevada Bell Wireless
<u>April 27, 2000</u>	Metro One Telecommunications reports record revenues up 110%; earnings up 64%
<u>April 19, 2000</u>	Metro One Telecommunications anticipates better than expected first quarter EPS
<u>March 31, 2000</u>	Metro One Telecommunications signs new business contract with Horizon Personal Communications
<u>March 30, 2000</u>	Metro One Telecommunications signs new business contract with Midwest Wireless
<u>March 30, 2000</u>	Metro One Telecommunications opens call center in Nashville
<u>March 28, 2000</u>	Metro One Telecommunications signs new business contract with Integra Telecom
<u>March 6, 2000</u>	- Metro One Telecommunications opens call center in Houston
<u>February 8, 2000</u>	- Metro One Telecommunications opens call center in Charlotte
<u>February 7, 2000</u>	- Metro One Telecommunications reports quarterly EPS of \$0.08 before one-time charge
<u>February 3, 2000</u>	- Metro One Telecommunications Announces Agreement with MapQuest.com For Mapping and Detailed Turn-by-Turn Directions Applications

## 1999 Press Releases

Home

Company Info

Products & Services

Our Customers

News & Events

Investor Relations

Contact Us



Page 5 of 10



# METRO ONE

## OUR CUSTOMERS

### Does Your Telephone Carrier Offer Metro One Services?

If you value your time and appreciate personal attention, Metro One service is for you. Besides easy access to every listed business and private party, you have the power to get through to hard-to-reach numbers, and send alphanumeric messages that get you through.

With one number, your phone becomes your access point to a huge database of constantly updated information. With one number, you have access to search and information services that you can't find anywhere else.

You speak with a local operator who will go the extra mile for you. No matter how long it takes to find your needed information. Even after you've been connected to your party, your operator is just one key touch away for further help. Because you talk with a local operator, you can use local jargon and landmarks when trying to locate your information. If you are from out of town, we will help you find what you need and where you need to go. And you will appreciate the way you are always treated with courtesy and a high level of personal service.

### Metro One Carrier Customers

AT&T Wireless Services  
Airgate PCS  
Alamosa PCS  
ALLTEL  
Enterprise  
GST Telecommunications  
Georgia PCS  
Horizon Personal Communications, Inc.  
Illinois PCS  
Integra Telecom  
Iowa Wireless  
Louisiana Unwired  
Merotel Communications  
Midwest Wireless  
Nevada Bell Wireless  
Nextel Communications  
Northern PCS  
Pacific Bell Wireless  
Poka Lambro Wireless PCS  
Roberts Wireless  
Rural Cellular Corporation  
Southwest PCS  
Sprint PCS  
SwiftTel Communications  
Telecorp Communications  
Triton PCS  
US Unwired  
UbiquiTel  
Vanguard  
Verizon Wireless  
Via Wireless  
Washington/Oregon Wireless

### How Do I Access Metro One Services?

Home-Use Name

Company Name

Business-Use Name

Usage Tips

Service Features

Master Refers

Contact Us



Page 5-00005

If your local wireless or land-line carrier is not included in our list of customers call and ask them to use Enhanced Telecom Services™ through Metro One.

70

Check out [Locations](#) for a state-by-state directory listing of our customers

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# METRO ONE

Operator Performance Standards

- Select a Products & Services Area -

GO

## Metro One Operators: Trained To Deliver Quality

One call to Metro One will convince you that our operators are the best-trained and friendliest in the industry. How do we do it?

We've been able to maintain industry-leading performance because of our nationwide on-going training program. We reward our operators for consistent service and style with an incentive plan based on quality, friendliness, speed and accuracy — as well as continuous operator Quality Standards Program Monitoring.

Your Enhanced Directory Assistance® (EDA) call begins when you dial 411, or 555-1212, or another assigned directory assistance number. Your call is then routed to the nearest Metro One call center. Next, your live, local operator conducts a search using our proprietary database systems, and locates your requested party or information.

If you need further assistance, you can always come back for additional help with the touch of a button. In fact, we give StarBack® and AutoBack® requests top priority in our system.

When you really need information, you'll find our friendliness and helpfulness very refreshing. All our training and technology has been planned with you in mind.

Home One Voice

Company One

AutoBack

StarBack

Emergency Services

MasterCard

Visa

StarBack

Page 2-10000

**8/25/98 - SNET Call Center Services Expands VoltDelta Relationship**

VoltDelta announced that the Call Center Services division of Southern New England Telecommunications Corporation has placed orders for call center infrastructure which doubles SNET's current capacity. Accessing VoltDelta's DirectoryExpress and InfoExpress services, SNET provides local, national and enhanced directory assistance services to local, long distance and wireless telecom providers.

**6/10/98 - Aspect Telecommunications Forms Intelligent-Network Unit**

Aspect Telecommunications (ASPT), a VoltDelta solutions partner in the SpeechExpress directory assistance automation solution, formed an intelligent-network business unit to deliver network-based virtual call center systems and enhanced services to its customers.

**1/13/97 - New Operator Services Workstation Supports Multiple Enhanced Services and Provides Open Architecture for Third Party Value Add**

VoltDelta, a worldwide provider of directory assistance and operator based information system solutions, today announced the introduction of LibertyStation™, an advancement in state of the art operator positions, designed not only to improve operator DA performance, but also enable the operator to serve as the knowledge worker supporting an increasingly diverse array of information services.

**11/12/96 - VoltDelta Selects Acxiom® Corporation as Prime Listing Source For National Directory Assistance Service**

VoltDelta and Acxiom® Corporation (Nasdaq: ACXM) announced today an agreement wherein Acxiom will be the provider of listing data for use on VoltDelta's DirectoryExpress, a transaction-based national directory assistance solution.

**9/27/96 - VoltDelta Europe Wins 5 Year, Multimillion Dollar Contract From PTT Netherlands**

VoltDelta Europe, the UK headquartered subsidiary of VoltDelta, will develop, install and maintain a platform which will support key PTT Telecom (The Netherlands) operator services including directory assistance and international directory assistance and allow new value-added services such as call completion to be offered by PTT Telecom.

**7/22/96 - Digital Sound's High-Performance Voicserver® To Yield Greater Efficiency for "Mega Call Centers"**

Digital Sound Corp, a leading supplier of network-based, multi-media messaging solutions, announced a \$1.7 million sale of its VoiceServer® 3110 system to Excell Agent Services through VoltDelta, a systems integrator and reseller of Digital Sound products. The VoiceServer system will yield superior quality voice announcements, greater efficiency and lower call center operating costs for Excell Agent Services, one of the largest call center outsourcing and management companies in the world.

**12/29/95 - New Telephone Directory Assistance Service Provides Low Cost Access to Over 110 Million Listings in US for Telecom Service**

VoltDelta announced the introduction of DirectoryExpress, a revolutionary national directory assistance solution for telecommunications companies that want to provide enhanced directory assistance services to wireline and wireless customers. Provided on a transaction basis, DirectoryExpress introduces new directory assistance features and revenue opportunities while eliminating costly capital equipment investment.

**Presentations**

## Press Releases

### June 30, 2000 - eturn.com, Inc. Announces Rescue Plan for PlanetAll Users Stranded by Amazon.com

CA-headquartered eturn.com, inc., announced today a rescue plan to preserve the private address books of the 600,000+ PlanetAll members stranded by Amazon.com's decision to "cease operations" of PlanetAll. According to Amazon.com, they plan to terminate the PlanetAll address book service over the fourth of July weekend. As announced on the PlanetAll web site (www.planetall.com), "PlanetAll will permanently cease operations as of July 2, 2000...you can view your entire address book until July 2."

### June 13, 2000 - eturn.com, Inc., New Automatic Contact Update Web Service, Announces Partnerships with Industry Leaders and Innovators PUMATECH, VoltDelta, YellowBrix and Yodlee

CA-headquartered eturn.com, inc., announced today a number of partnership agreements with industry leaders and innovators including: PUMATECH (NASDAQ: PUMA), Inc.; Volt Delta Resources, Inc., a subsidiary of Volt Information Sciences, (NYSE: VOL); Yodlee.com, Inc. and YellowBrix, Inc.

### June 13, 2000 - VoltDelta and Eturn.com Announce Partnership Agreement

CA-headquartered eturn.com, inc., and New York City-based VoltDelta Resources, Inc., a subsidiary of Volt Information Sciences, (NYSE: VOL), announced today a partnership agreement that will enable VoltDelta to be the first to provide customers with expanded personalized address book information that is never out-of-date, through operator assisted enhanced directory services.

### LONDON MAY 9, 2000 - Volt Delta Europe Ltd awarded multiyear contract from SEAT Pagine Gialle s.p.a. - the Italian National Yellow Pages Provider

Volt Delta Europe Ltd has been awarded a five-year contract from SEAT Pagine Gialle s.p.a. in Italy for a new, telephone-based, yellow pages information service. Volt Delta Europe, a UK subsidiary of US based Volt Information Sciences (NYSE: VOL), has developed, installed and will maintain a platform which will support Italy's only national operator assisted yellow pages service.

### March 20, 2000 - VoltDelta announces agreement with ETAK to enhance 411 Services Nationwide with Real-Time Traffic Reports

Etak Inc., a worldwide publisher of digital map databases, location-based technology and traveler information services, and VoltDelta, a wholly owned subsidiary of Volt Information Sciences, Inc. (NYSE:VOL), today announced that Etak's industry-leading technology for generating and reporting driving directions and Etak/Metro Networks real-time traffic service has been licensed by VoltDelta for inclusion in its InfoExpress suite of enhanced directory assistance services.

### 3/13/00 - GO2 Systems and VoltDelta Collaborate to Provide Enhanced Location-Based Information to Users of Web-Enabled Wireless Devices and 411 Directory Assistance

### 9/30/98 - Cellular One Chooses SNET to Provide Enhanced DA Services in Key Eastern Markets

Cellular One has selected SNET to provide Enhanced Directory Assistance services in Washington/Baltimore, Boston and Upstate New York. SNET utilizes VoltDelta's DirectoryExpress and InfoExpress directory and information solutions to deliver enhanced directory assistance services in select markets.



#### 4/13/98 - Yellow Pages, Enhanced Directory Assistance (EDA) and a Wireless World

Speaking at the 1998 New Technologies Conference for Directory Publishers in San Francisco, Glenn Selbo, Vice President of Market Development, addressed the role of operator services in delivering valuable business information to an increasingly mobile population. Mr. Selbo reviews the evolving dynamics shaping the wireless industry and the opportunities enhanced directory and information services provide to this market. Highlighting the synergies between directory publishers and operator services, Mr. Selbo explores the various revenue models - consumer, subscriber and wholesale - that this exploding market presents. [\(2.4.1 Download Presentation\)](#)

74

#### 11/13/98 - Directory Assistance and the Impact of the Internet

Speaking at the Pelorus Group's Operator Services '97 in New Orleans, Joe DiAngelo, VoltDelta President, addressed the impact of the internet on directory assistance and operator services. While noting the internet's phenomenal growth, web-based DA requests amounted to less than 1 percent of total volume in 1997. Mr. DiAngelo contrasts this with the explosion in wireless services, which will reach 35 percent of the U.S. population and represent 40 percent of total DA calls by 2003. He also introduces his vision for directory assistance in the year 2000, stressing the need for an integrated information services strategy incorporating operator services, internet, and directory services. [\(2.4.2 Download Presentation\)](#)

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## Solutions

With the Express suite of directory assistance solutions, VoltDelta is building the most comprehensive and integrated enhanced directory and information services for today's internet, wireline and wireless communications providers.



### **Directory** **EXPRESS**

The National DA Solution-  
Providing instant access to 120 million residential, government and business listings nationwide without the benefit of area codes.

### **Info** **EXPRESS**

The Enhanced DA Solution-  
Offering enhanced information services, including category search, movies, restaurant reviews, sports scores and weather.

### **Speech** **EXPRESS**

The DA Automation Solution-  
Providing a flexible, integrated solution for advanced speech recognition and store & forward functionality in a single system configuration.

### **Corporate** **DIRECTORY**

The Group Directory Solution-  
Providing wireless business customers access to private company listings and contact numbers for fast look-up through traditional 411.

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76

## **Directory EXPRESS**

### **The National Directory Assistance Solution from VoltDelta.**

DirectoryExpress is the national directory assistance solution for telecommunications providers looking to offer highly reliable, enhanced directory and information services. Leveraging VoltDelta's operationally proven Delta Operator Services System, the scalable, fault tolerant, relational database system for operator services, Directory-Express provides a cost effective, turnkey solution to successfully compete in the information services market.

### **National Directory Assistance**

DirectoryExpress provides instant access to 120 million residential, government and business listings without the benefit of area codes, delivering dynamic access to RBOC, independent, and CLEC listings supported by core data from Acxiom Corporation. Based on SQL relational databases, Directory-Express offers the flexibility to accept listings from multiple databases and can be partitioned to add proprietary listings for subscribers' exclusive use. DirectoryExpress also offers multiple standard search capabilities designed to make information easy to find, including business keyword, NPA, frequently called numbers, halo and reverse searches.

### **Providing Power & Performance**

DirectoryExpress is known for its reliability, availability and service flexibility, providing full system redundancy and continuous 24x7 availability. Combining a graphical user interface with object-oriented design, VoltDelta's Windows 95-based Liberty Workstation™ delivers true multitasking capabilities with an open Application Programming Interface to allow for third-party applications. Directory Express also delivers enhanced features which deliver a truly customized national directory assistance solution.

- **Call Completion** - Standard and Subscriber-paid completion available.
- **Interactive Voice Server** - Automate a variety of directory assistance processes, from custom branding announcements to operator greetings and listing announcements.
- **Call Automation** - Use switch-based data such as calling number to automate a variety of tasks, including locality selection, service type, greetings and brand announcements.
- **Comprehensive Decision Support** - Detailed transaction information summarized in a collection of standard or ad hoc reports provides valuable input for strategic business planning.

### **Delivering Enhanced Directory Services**

DirectoryExpress supports a variety of enhanced directory and information services. InfoExpress™, the Wireless Yellow Pages Solution, enables retrieval of business category listings much like traditional yellow pages, as well as enhanced services like movies, restaurant reviews, sports scores and driving directions. With the latest in advanced speech recognition, SpeechExpress™ delivers a single DA configuration for superior large vocabulary, speaker independent, continuous speech recognition capabilities with comprehensive features for rapid application prototyping and development.

### **A Comprehensive Business Assessment**

Each DirectoryExpress implementation is unique. Therefore, a comprehensive implementation plan is created for every project, customized to meet the particular requirements of each subscriber's network configuration. A dedicated DirectoryExpress professional services team is assigned to design the network and define functional requirements and implementation responsibilities, including:

- 77
- Initial Requirements Analysis & System Sizing
  - Technical Planning & Site Preparation
  - Operator Service Center Hardware & Software Installation
  - System Documentation & Operator Training
  - Cut-Over Preparation & Acceptance Testing

#### **Turnkey Operator Services Solution**

Offering flexible, transaction-based pricing, DirectoryExpress supports both in-house operators and wholesale call center staffing services with minimal capital investment. Through highly respected operator services partners, VoltDelta delivers turn-key operator and directory assistance outsourcing. Simply route directory assistance calls to these operator service centers for complete, high quality call handling.

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**The Wireless Yellow Pages Solution from VoltDelta.**

A high performance way to connect buyers and sellers, InfoExpress enables retrieval of business telephone listings much like traditional Yellow Pages. InfoExpress is an enhanced feature of VoltDelta's Delta Operator Services System. Utilizing the same Windows 95-based workstation used in traditional directory requests, InfoExpress provides flexible query facilities designed to help operators find the best business listings to meet a caller's specific needs.

**Search by Business Category**

InfoExpress is highly flexible, delivering enhanced search capabilities for quick and easy retrieval of business listings. Perform simple searches using a single business category to identify a variety of hotels, restaurants and more, or complex searches using additional caller defined requirements. Listings can be displayed in random, nearest or advertiser-based order.

**Delivering Enhanced Business Information**

InfoExpress offers an enhanced database that provides a rich repository of business information, providing callers with information on products, services, hours of operation, credit cards, fax numbers, internet addresses and more. And VoltDelta is working closely with the yellow page publishing industry to ensure accurate and frequent updates. Now advertisers can let their customers know immediately when they offer a new brand or service.

**Local Information & Directory Services**

InfoExpress accommodates delivery of a variety of local news and information with ease, offering:

- Movie Schedules
- Restaurant
- Weather Reports
- Sporting Events

Our Corporate Directory solution allows business customers to establish private company listings of employee contact numbers for fast look-up through traditional 411 service. Imagine having access to home, office, mobile, pager numbers - even email addresses - of any business associate right at your fingertips.

**Geographic Services**

Every listing that goes into InfoExpress has been geo-coded to allow for true geographic halo searches, enabling operators to search by city, county or state independent of traditional directory boundaries. By entering a caller's address or cross street, operators retrieve the closest listings meeting a caller's needs. Future releases will provide driving directions to locations verbally, via voice mail, or through a fixed route map.

**Delivering Enhanced Revenue Services**

As a new distribution medium for business information, InfoExpress delivers new revenue opportunities in an increasingly competitive telecommunications market.

- **Caller Paid Fees-** Callers pay a fixed fee per call or by service type.
- **Advertiser Information Fees-** Charge advertisers based on listed information or to secure priority retrieval ahead of random listings.
- **Advertiser-Paid Call Completion-** Increase call completion take rates through an advertiser sponsored service, automatically connecting qualified customers with

selected businesses.

- **Custom Announcements**-Gives advertisers a more flexible and effective way to reach their customers through custom audio announcements.

79

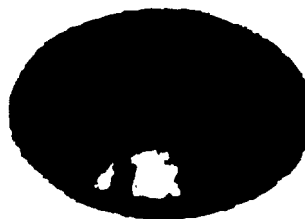
#### **Open Systems Architecture**

Operator services providers seeking to exploit the demand for wireless information services will find InfoExpress a reliable and extensive solution which provides immediate market entry. Switch, database integration and voice applications are provided with the InfoExpress tool set. The open architecture of the Windows NT platform easily supports customization of standard features and functions. InfoExpress can also be deployed as an adjunct to DirectoryExpress™, VoltDelta's National Directory Assistance Solution, as well as other retrieval platforms supplied by alternative vendors.

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## Enhanced Directory Assistance Services

INFONXX has expanded the scope of directory assistance services for its wireless customers to include many enhanced services which are currently ignored by traditional directory assistance providers. These services provide tremendous value to wireless carriers' customers and in turn, generate dramatic usage increases.

The following is a representative summary of the services which INFONXX includes in its enhanced directory assistance service.

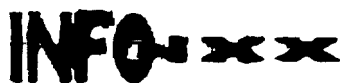
- Yellow-page searches
- Restaurant guide
- Movie listings
- Local event information
- Personal phone book
- Emergency road service
- Weather reports

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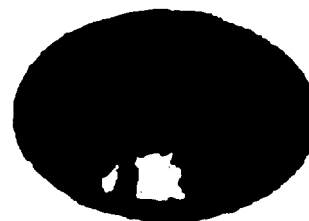
Main: 610.997.1000   Sales: 888.INFONXX  
Press: 610.997.1000 or [PublicRelations@InfonXX.com](mailto:PublicRelations@InfonXX.com)  
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3864 Courtney Street, Suite 411, Bethlehem, PA



NATIONAL DIRECTORY ASSISTANCE



## National Directory Assistance Services

INFONXX offers a true alternative to telephone company directory assistance. By selecting INFONXX for enhanced directory assistance services, wireless carriers are able to enhance the services available to their subscribers and dramatically improve the quality of service provided.

Highlights of INFONXX's operator-assisted enhanced directory assistance service include:

- **Highest Quality.** INFONXX offers a national enhanced directory assistance / call completion service for wireless carriers which provides superior service and 100% accuracy.
  - Courteous operators.
  - Multiple requests.
  - Address and zip code information.
  - The same listings databases as telephone company directory assistance.
  - Equal access supported on long distance completions.
- **State-of-the-art Billing Capabilities.** INFONXX understands the importance of billing accuracy and has pioneered the only system which guarantees wireless carriers that every customer's directory assistance requests, toll charges, airtime charges and other enhanced services charges will be billed directly to each customer's mobile telephone number.
- **Revenue Growth.** INFONXX's enhanced directory assistance service is guaranteed to increase a wireless carrier's directory assistance related revenues. INFONXX is committed to remaining on the leading edge of enhanced service development and understands the relationship between new services, customer satisfaction and usage revenues.

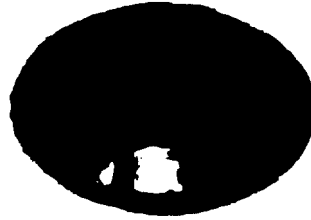
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**Welcome to the INFONXX web site!**

INFONXX is the leading Enhanced Directory Assistance Service Provider in the market today. Our commitment to providing our carrier partners and corporate clients with the most feature robust and highest quality information service at a reasonable price makes INFONXX the natural choice for wireless carriers that are looking to expand product revenues while holding down costs. In addition to providing the best price/value combination in the market place today, we offer our partners a strategic alliance that is built on responsiveness to our client and customer needs. These qualities combine to make INFONXX the best choice for Enhanced Directory Assistance.

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